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ABSTRACT

The Outreach and Technical Assistance Network (OTAN) has made a significant contribution to meeting the needs of California adult educators. During 4 years of operation, OTAN has organized and implemented a wide range of communication linkages, information and training resources, nationally recognized electronic communication systems, grassroots-based staff development activities, and comprehensive print and nonprint collections. Staff training was conducted by regional resources centers, which independently determined regional training needs, hosted staff development activities, made provisions for model classroom observations, and provided technical assistance. Through these programs, OTAN provided 923 activities serving 17,068 participants, conducted 1,387 individual administrative consultations and 13,447 technical assistance telephone and online inquiries, and facilitated 872 adult education teachers in observing model classrooms and 1,694 educators in using resource libraries. In addition to providing these training and information services, OTAN resource center managers emphasized collaborative efforts with other related organizations. Outreach focused on two major efforts: development of a prototype for a technology-assisted library services, and exploration of distance learning for staff development services. Efforts included establishment of a television channel and electronic access networks, and increasing resources that are available online. (Exhibits included with this report are the following: a resource center services summary, resource centers staff development participation list , resource center library usage chart, and OTAN online subscribers profiles, forum size by selected components, activity summary, and activity profile.) (KC)

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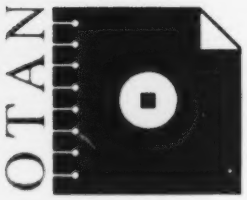

OUTREACH AND TECHNICAL ASSISTANCE NETWORK

FOUR YEAR EVALUATION REPORT

December 1, 1989 - January 31, 1994

Prepared for:

California Department of Education
Youth, Adult and Alternative Education Services
Adult Education Policy and Planning Unit
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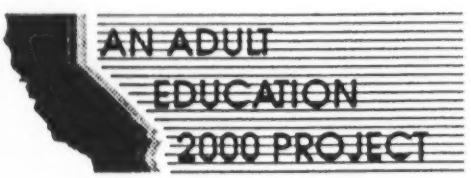

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Executive Summary

OTAN Project

Four Years

OTAN - FOUR YEARS

The Outreach and Technical Assistance Network has made a significant contribution to meeting the needs of California adult educators. During four years of funding, OTAN has organized and implemented a wide range of communication linkages, information and training resources. A nationally recognized electronic communication system, grass roots-based staff development activities, and comprehensive print and non-print collections are hallmarks of the project.

Since December, 1989, OTAN has coordinated a majority of California-wide staff development activities. Actual training activities were organized by OTAN Regional Resource Centers, strategically located throughout the state. Each of the resource centers independently determined regional training needs, hosted staff development activities, made provisions for model classroom observations, and provided technical assistance. The cumulative numbers are impressive:

- 923 activities serving 17,068 participants
- 1,387 individual administrative consultations
- 13,447 technical assistance telephone/online inquiries
- 872 adult education teachers observed model classrooms
- 1,694 educators used resource libraries

In addition to providing a range of training and informational services, OTAN Resource Center managers emphasized collaborative efforts with other related organizations. Each center coordinated training activities for the ESL Teacher Institute, CASAS, ALIT, and YAAES divisional meetings.

Outreach efforts have focused on two major efforts: development of a prototype for a community based literacy consortium coupled with technology assisted literacy services, and exploration of distance learning for staff development services.

During the first two years of OTAN funding, an outreach effort was implemented in the Tehama/Glenn County area for the purpose of promoting and implementing adult education programs in previously "underfunded" areas. Planning activities with consortium members occurred over a five month period, November 1990 though April, 1991. In July of 1991, a grant of $200,000 was given to the two counties to begin project implementation.

A particular emphasis of the Tehama-Glenn initiative was the demonstration and use of appropriate state-of-the-art educational technology and adoption of a collaborative approach involving a wide range of concerned educational stakeholders. The results from the initiative were favorable. Hundreds of previously unserved adult learners received direct services supported by a range of instructional technologies. Most encouraging was verification of the hypothesis that by building a consortium of stakeholders, the services to adult learners could be better planned, integrated, and be more complementary.

To provide greater access to staff development activities, OTAN, in collaboration with LA County Office of Education, organized the Adult Learning Channel for the delivery of ESL and basic skills teacher training. OTAN staff selected, scheduled, coached presenters, and also advertised and mailed viewer support materials. In all, thirteen sessions were organized and received at thirty different downlink sites. This effort fully demonstrated the efficacy of reaching adult educators with staff development services irrespective of time and distance.

To support all California adult educators, OTAN developed a four pronged system for accessing information: electronic access, regional access, historical collection, and special collections. A strong national effort for information acquisition and sharing was developed to support each of the four information systems. Networks with individuals and formal partnerships with state and national organizations were built and cultivated.

An entirely new procedure was conceived for the electronic storage and retrieval of adult education information. Unique processing and organizational structures have been developed to allow electronic retrieval of information. Document management procedures involved content identification, electronic scanning, formatting, and posting to several electronic hosts. Through these efforts, the OTAN Online Forum has become the nation's largest and most comprehensive electronic adult education resource. During the three and a half year period that the Forum has been available, online documents were opened 73,101 times by OTAN Online users.

On a regional basis, libraries in OTAN Resource Centers provided regional dissemination of training modules, resource documents, video programs, and preview of commercial instructional materials. During a three year period, library materials had 12,081 uses by adult educators. Although each of the libraries varied size and level of service, their depository collections remained consistent.

Special collections, such as the Adult Education Archives grew to 503 cataloged items. The Educational Technology Center Library collected and cataloged 461 items including software, CD ROMs, laserdiscs and videos. And the VESL/Workplace Clearinghouse acquired, publicized, and distributed public domain instructional materials designed for limited English proficient and low level literacy learners.

Implementing a mechanism for electronic communication and information retrieval has been a major goal of the OTAN Project. Coupled with tremendous support from the Adult Education Unit, OTAN staff have electronically linked more than eighty percent of California's 321 funded adult schools. To accomplish the goal of establishing OTAN Online, a variety of activities were organized. Customized user guides, telephone technical and on-site assistance, technical training academies, and specialized focus groups were all emphasized.

OTAN Online is currently available through two electronic communication systems; via Connect, Inc., a commercial telecommunications business service, and via a Gopher server on the Internet. Using OTAN's Gopher server, it is possible to access all of OTAN's

documents and files, including public domain, shareware, and publishers' demonstration software.

OTAN Online became fully operational on September 1, 1990. Since that time more than 420 users have elected to participate using Connect, Inc. software. And many more individuals, from all over the world, are now accessing the OTAN Gopher server via the Internet. Currently, the OTAN Online Forum has 42 megabytes of information in documents which were accessed an average of 2,260 times each month during this past funding year. Judging from user access reports, the typical online user spends 2 hours per month sending e-mail and navigating through the OTAN Forum.

OTAN was funded to provide technical assistance, communication linkages, and information to adult education providers. To that end, OTAN has made a significant contribution to the field. New avenues for information exchange now exist and thousands of adult educators have benefited by receiving direct technical assistance and training.

Outreach Component

Summary of
Outreach
Activities

FOUR YEAR SUMMARY

The O in OTAN stands for "outreach." OTAN has provided increased access to adult education support services to those areas that do not have funds to provide adult education services to their population, or that are situated in geographically remote parts of the state.

• OTAN planned, organized, and supported the implementation of a **two county literacy consortia.** The Tehama-Glenn County Adult Learning Consortium received OTAN technical support during the first three years of OTAN funding.

• OTAN staff conducted research and collected resource documents on **distance learning programs** designed to reach adult learners. Staff participated in several collaborative efforts to develop mediated instruction appropriate for distance learning.

• OTAN's coordination for the delivery of **staff training via satellite** provided access to training to more than 300 teachers at 21 downlink sites.

• OTAN enhanced the operation of the **Educational Technology Centers** providing adult educators with opportunities for hands-on sampling of new instructional technologies appropriate for classroom implementation.

Two County Literacy Consortia

Initial OTAN efforts designed to support literacy consortia focused on reviewing demographic and economic data on the 17 "unfunded" counties. During the second year of OTAN funding, the Tehama-Glenn Adult Literacy Consortium was created to:

- extend adult learning opportunities to previously unserved geographical areas,
- expand learning opportunities to key target groups: displaced workers, displaced homemakers, limited English speakers, and AFDC recipients,
- offer a full menu of learning modalities such as home-based instruction, computer assisted instruction with laptop and networked computers, and one-on-one individual learning,
- engage a wide range of local public and private entities in the planning and delivery of literacy services, and
- demonstrate the effectiveness of the integrated service delivery system by improving the quality of supportive services received by adult learners.

Key stakeholder groups involved in the planning process included two county offices of education, community colleges, GAIN representatives, community action groups, private sector representatives, JTPA programs, libraries, and volunteer literacy programs. The project was governed by an executive committee representing both counties and each provider group. The project was staffed by a half time project coordinator and a full time information services specialist. Two VISTA volunteers provided support to the stakeholders providing direct learning services.

The creation of the Tehama-Glenn Learning Consortium was a difficult process. A history of distrust and competition had existed for many years. Programs and projects were accustomed to taking individual paths, to fighting over meager resources, and to building non-collaborative efforts. Building trust and cooperation took a significant share of resources and effort on the part of OTAN staff. However, through the collaborative building process, cross-agency programmatic services expanded significantly.

OUTREACH COMPONENT

From July 1, 1991, through June 30, 1992, the Tehama-Glenn Learning Consortium, also know as Project Adult Learning (PAL), coordinated student recruitment, acquisition of technology for direct service providers, and student tracking for all Consortium members. Primary role of OTAN during this period was to provide technical assistance. Major support activities:

- Demonstrated different types of technology appropriate for literacy instruction such as laptop computers, stand-alone computers, integrated learning systems, card readers, bar-code readers, and video systems.
- Recommended software for use on laptop and stand-alone computers including programs for basic skills, parenting, and family literacy.
- Provided OTAN Online software installation, training, and technical support for PAL central office and cooperating providers.
- Offered recommendations and various options for entering and tracking PAL learner information.
- Monitored and provided on-site visitations at seven consortia agencies.
- Researched and evaluated potential PAL funding sources.

Delivery of staff training via satellite.

In order to provide access to staff development activities to the adult educators of California at a minimum cost, OTAN, in collaboration with the Educational Telecommunications Network in Los Angeles County, organized the Adult Learning Channel for the delivery of staff training via satellite.

- The most requested presentations were selected for satellite delivery. The ESL Tool Box, The Adult Life Skills Starter Kit, Multilevel ESL, plus ALIT's Recruitment and Retention of Adult Literacy Students, and Cal Lit's Inservice for Volunteer Tutors were some of the chosen 13 sessions.

- OTAN staff selected, scheduled, coached on-camera talent, and assisted presenters in preparing the program script and field support material.

- Monthly brochures announcing the satellite programs with the transponder information were posted in the OTAN Online Forum and also mailed to all 321 providers.

- OTAN staff coordinated activities at participating downlink sites, including mailing packages of support materials to all sites prior to each program broadcast.

- Over thirty downlink sites particpated with the live and interactive satellite transmissions. Cable companies in some areas were supportive in downlinking the requested programs. It is estimated that over 300 educators accessed Adult Learning Channel staff development programs.

Hands-on sampling of new instructional technologies.

OTAN established two Educational Technology Centers (ETC) in the southern and northern offices. Instructional, administrative, and support staff from 321 agencies had opportunities for hands-on sampling of new instructional technologies appropriate for classroom implementation.

- A variety of hardware including microcomputers, various input and output devices, educational and productivity software, plus many software guides have been collected and made available for use by adult school personnel.
- OTAN staff have been accessible to answer specific questions relating to all aspects of integrating technology into adult education programs. Every month educators have attended two to three guided hands-on software reviews.
- OTAN director and staff have given many multimedia presentations at conferences and in regional workshops. These presentations have been instrumental in making the field aware of the potential of technology in meeting the needs of adult learners.

Training Component

Summary of
Training Activities

FOUR YEAR SUMMARY

The T in OTAN stands for "training." OTAN has fulfilled staff development needs of California adult educators in diversified forms: organized by the regional resource centers; through serial institutes; via satellite delivery; in collaboration with other agencies; and through electronic communication.

- OTAN support of **regional resource centers** has assured responses to needs of administrators, teachers, and support personnel in agencies receiving ABE 321 federal funds.
- OTAN Resource Centers became **hubs of information** in the regions served.
- OTAN Staff Development manager and the Resource Center managers collaborated in organizing **staff development** meetings, workshops and seminars based on regional needs.
- OTAN also coordinated the delivery of **staff training via satellite** which, in the third year, provided access to training to more than 300 teachers at 21 downlink sites.
- OTAN's basic principle of providing technical assistance and information to adult education providers included **collaboration with other projects** related to adult education. OTAN and OTAN Resource Centers worked closely with many agencies such as CASAS, ALIT, ESL Teacher Institute.
- OTAN arranged training related to **infusing technology** into the Literacy and/or ESL classrooms.
- OTAN has provided **training in the use of the OTAN Online**.
- OTAN Online has created a new modality for **work group communication**, for training and for technical assistance.

Resource Centers throughout California

The main role of the OTAN Resource Centers has been to respond to the staff development needs of adult educators at a grass root level.

- To accomplish this task, OTAN, in coordination with CDE consultants, organized, supported and guided eleven regional resource centers. These centers were strategically located to serve the local educational providers in their area.

- During the 91-92 year it became apparent that with dwindling resources, it was not feasible to continue supporting eleven centers. After October 1992, the geographical regions were clustered around seven regional resource centers.

- The OTAN Resource Centers assessed the staff development needs of administrators, teachers, and support personnel in agencies receiving ABE 321 federal funds. They used a needs assessment instrument developed by the OTAN advisory committee.

- In some cases, agency representatives responded to the needs assessment questionnaire. Resource Center managers also assessed inservice needs during regional meetings and at network meetings.

- Staff development activities were prioritized and scheduled based on information compiled from questionnaires and meetings.

- All 321 agencies in the regions have had opportunity for input as to "what, where, and when" activities are scheduled. The 321 agencies have been encouraged to "host" sessions in order to facilitate teacher access to staff development functions.

Resource Centers Became Hubs of Information in the Regions Served.

During the last three years, the Resource Center managers provided the following services:

- 1,387 individual administrative consultations;

- 872 classroom observations by adult education teachers;

- 1,694 resouce center library visits;

- and they responded to 13,447 technical assistance phone/online inquiries. (See Exhibit A)

Staff Development Activities Based on Regional Needs

The OTAN Staff Development manager and the Resource Center managers collaborated in organizing meetings, workshops and seminars based on regional needs. A total of 923 activities were organized during the four year period for 17,068 participants. (See Exhibit B)

- Staff Development manager processed all administrative paperwork for approval and payment of services for over 130 presenters and on-site consultants during the first three years.
- Resource Center managers were responsible for the logistics of scheduling date, time, and place, and the compiling of evaluations, and in the fourth year, they were also responsible for the administrative paperwork.
- Advertising of activities was two fold: Resource Center managers sent flyers to the agencies in their regions, and calendar information was posted in the OTAN Online Communication System.

Collaboration with Other Projects

The OTAN Staff Development manager and the Resource Center managers maintained regular and consistent contact regarding staff development activities and resources with all CDE sponsored programs. As part of this collaboration the Resource Centers hosted:

- regional YAAES division information meetings,
- CASAS training meetings,
- ALIT Institute sessions,
- From December 1, 1991 to September 30, 1992, the OTAN Staff Development manager assumed the responsibility of scheduling the ESL Teacher Institute for New and for Experienced teachers as well as the ESL Teacher Institute on Cooperative Learning,
- ESL Teacher Institute sessions for Mentor Teachers were also sponsored by the centers,
- The Resource Centers also hosted 4 regional training sessions organized in collaboration with Employment Training Network for JTPA providers.

Workshops on Implementing New Technologies

OTAN coordinated training related to infusing technology into the Literacy and/or ESL classrooms.

- Training was provided by project staff and outside consultants at conferences, at resource centers, and at the two OTAN Educational Technology Centers (ETC), one in Northern California, Sacramento (closed December 1992) and the other in Southern California, La Puente.
- At the Educational Technology Centers, OTAN organized individualized sessions to provide adult educators with hands-on computer workshops for implementation of productivity software.
- From February to December of 1992, educators attended 579 hours of hands-on training in the Sacramento ETC; in the La Puente ETC from June, 1992 to January, 1993, educators spent 858 hours on hands-on training. During the last year of the La Puente ETC, February 1, 1993 to January 31, 1994, educators spent 2,123 hours in hands-on training.

Training in the Use of OTAN Online

OTAN designed a wide area computer network information dissemination system. To facilitate access to OTAN Online, a series of audience specific workshops were designed by the staff.

- Workshops were presented at the major regional and state conferences attended by adult educators: ACSA, CCAE, CBE, CATESOL, and CASAS Summer Institutes.
- Individual training sessions were arranged for CDE personnel.
- Regional training sessions were presented at the Resource Centers.
- Groups of adult educators also had hands-on training provided at local education agencies.

Work Groups Using OTAN On-line

As part of the activities to encourage educators to use OTAN Online as a viable communication system, OTAN staff has been encouraging groups to discuss their concerns, plan activities, ask for assistance, research information, or simply send messages, ONLINE. The following is a sampler of the types of work groups which are now communicating online in California.

- State and regional conference committees.
- State Department of Education committees.
- Regional networks of resource teachers.
- Regional staff development consortiums.
- Statewide staff development projects.
- Local teams of teachers.
- Resource Center managers.
- LEA staff who need training and for technical assistance.

Accessing Information Component

Summary of
Accessing Information
Activities

FOUR YEAR SUMMARY

The A in OTAN stands for "accessing information." OTAN has developed for the benefit of California adult educators a national network for information sharing and a four pronged system for the storage, retrieval, and dissemination of adult education resources.

- Four **principles for information sharing** are basic to policy.
- A **national network** for information sharing has been developed.
- Multiple techniques are used for **information acquisition.**
- OTAN's **four pronged system** for accessing information includes:

  Electronic Access

  Regional Access

  Historical Collection

  Special Collections

Principles for Information Sharing

OTAN's underlying **principles for information sharing** were developed with informal and formal input from adult education leaders representing the California Department of Education, the federally funded projects, the OTAN Resource Centers, and local education agencies. All objectives and activities of the Accessing Information Component are derived from these policies.

- instant access - the latest research, program innovations, curriculum, instructional materials and resources must be instantly available to California adult educators to provide them with the tools to meet current challenges.
- statewide/national network - must be maintained for cost effective, efficient sharing of information.
- utilization of the latest technological advances - the information accessing effort must stay on the cutting edge in utilizing the latest technological advances.
- preservation of the reports and products of past efforts - the reports and products of past efforts must be preserved so today's adult education practitioners, researchers and policy makers can build on the successes of their predecessors and avoid their mistakes.

National Network for Information Sharing

OTAN's **national network** for sharing adult education resources includes:

- Close relations with USDE Components
  - Office of Vocational and Adult Education
  - Department of Adult Education and Literacy
  - Office of Educational Research and Improvement

- Partner relationships with two ERIC Clearinghouses
  - Adult, Career and Vocational Education
  - National Clearinghouse on Literacy Education
  - (Selectively monitored other ERIC Clearinghouses)

- Related National Centers & Clearinghouses
  - National Center for Family Literacy
  - National Center for Research in Vocational Education
  - National Center for Research on Evaluation, Standards, & Student Testing (NCRESST)
  - National Center on Adult Literacy (NCAL)
  - National Clearinghouse for Bilingual Education
  - National Institute for Literacy (NIFL)
  - Institute for the Study of Adult Literacy

- Coordination with other federally funded projects in California
  - Adult Education Institute (AEI)
  - Adult Literacy Instructor Training Institute (ALIT)
  - ESL Teacher Institute
  - Comprehensive Adult Student Assessment System (CASAS)
  - Evaluation and Training Institute (ETI)
  - Adult Leadership Training Program
  - Executive Development Program (EDP)

- Related private programs and agencies
  - Business Council for Effective Literacy
  - California Literacy

- Active role in related professional organizations
  - American Association of Adult and Continuing Education (AAACE)
  - American Vocational Association (AVA)
  - Association of California School Administrators (ACSA)
  - CA Association of Teachers of English to Speakers of Other Languages (CATESOL)
  - California Council for Adult Education (CCAE)
  - Computer Using Educators (CUE)
  - International Society for Technology in Education (ISTE)
  - Teachers of English to Speakers of Other Languages (TESOL)

Techniques for Information Acquisition

The following techniques were used for acquiring information:

- Monitored catalogs and flyers and ordered as appropriate
- Evaluated research reports, curricula, bibliographies, and monographs received
- Monitored related print newsletters
- Reviewed the *Federal Register* for grant information
- Obtained from other federally funded projects in California their products and news about their meetings and staff development activities
- Monitored related state and national electronic forums
- Subcontracted for specialized information services
  CCAE – sample lesson plans & course outlines, current articles
  CCAE / Twombly & Assoc. – California legislative information
- Attended regional, state and national adult education conferences
  AAACE, ACSA, CASAS, CATESOL, CBE/LeARN, CUE, Tel•Ed

Electronic Storage and Retrieval of Information

About 42 mg of data is stored electronically in the OTAN Online Forum in both reference and topical areas. During about 3 1/2 years, electronic files were accessed 73,101 times by online users.

- Information which is appropriate for electronic storage and retrieval was first evaluated for its permanency. Frequently updated information for the topical areas of the Online Forum, such as grants and other notices, rosters, and calendar listings, went directly to document processing. More permanent information for the reference areas of the Online Forum, such as curricula, research reports, and bibliographies, were first described bibliographically and entered in a master database.

- Document processing involved several stages. Information received in electronic format was transferred into text only (ASCII) format and divided into short "table of contents" sections which are named for easy online searching. Information received in print format was first scanned using optical character recognition (OCR) software and then formatted with word processing software.

- Following preparation, the documents were uploaded into the proper section of the OTAN Online Forum. Electronic mail messages were sent to alert online users to significant new items. During the three and a half year period, online documents were opened 73,101 times by users. (See Exhibit F)

- The basic areas of the forum were created after a needs assessment of potential users, have been validated by three user surveys, and have remained essentially consistent.

Regional Resource Center Libraries

Libraries in OTAN Resource Centers (varying in number from six to eleven) provide for the regional dissemination of training modules, resource documents, and video programs, and preview of commercial instructional materials. During a three year period, library materials had 12,081 uses by adult educators. (See Exhibit C)

The OTAN Regional Resource Centers were an important part of the four pronged adult education information accessing system in California. The seven currently active OTAN Resource Centers strategically located throughout California set up libraries for the regional dissemination of training modules, resource documents, and video programs. Most libraries were extensively sampled by vendors and therefore had good collections of commercial textbooks, computer software, and supplemental materials available to preview. In addition, the libraries demonstrated the online communication system and some assist educators on research using the information in the OTAN Online Forum.

- Baldwin Park Adult School
- Mid-City Adult Learning Center - Los Angeles U.S.D.
- Merced Adult School
- Metropolitan Adult Education Program
- Rancho Santiago Community College
- Sacramento City U.S.D.
- Sweetwater Union H.S.D.

Also, four agencies which formerly were OTAN Resource Centers agreed to continue to make the deposited resources available to the field.

- Hayward Adult School
- Riverside Adult School
- Ventura Adult School
- Watsonville Adult School

The OTAN Central Office supported the Regional Resource Centers with centralized acquisitions and cataloging of deposited items and other technical assistance. Although the libraries vary in size and level of service provided to the region, their depository collections now total 181 items.

The library at Baldwin Park Regional Resource Center was by far the most active, accounting for over half of the library activity in the state. Geography is one factor, as the center is located in a densely populated metropolitan area convenient to dozens of other adult education programs. The adult education teacher credential program at California State University, Los Angeles, regularly sends students to the library to complete curriculum assignments.

During the third year, the possibility of electronically networking the regional libraries was explored. Research into electronic cataloging and networking options did not result in the identification of an appropriate software package to accomplish the objective. Also, a needs assessment of potential test sites revealed that the libraries were not highly enough developed to warrant electronic networking.

Adult Education Archives

The Adult Education Archives, a historical collection of handbooks, reports and products of state funded research, curriculum, staff development and assessment projects, has grown to 503 cataloged items, and is used primarily by researchers and Department of Education staff.

- The Adult Education Archives, the third part of California's information solution, is an historical collection benefiting practitioners, researchers and policy makers.

- The cataloged collection grew to 503 items by January 31, 1994, with a considerable backlog remaining to be processed. Complete abstracts of the materials grouped by topics were posted in the OTAN Online Forum in the Reference Materials icon. Types of materials included in the collection are books, pamphlets, letters, newsletters, brochures, videos, slides, and audio-cassettes.

- The collection includes:
    - Department of Education handbooks,
    - Reports and products of state funded curriculum, staff development, and assessment projects,
    - Reports of research studies and committees,
    - Working notebooks of adult education leaders, and
    - Sample products from California local education agencies.

- The collection, which was originally housed in the California Department of Education Library, has been moved three times. With the defunding of the CDE Library, the collection was moved to the OTAN Sacramento Office on J Street. When that office was closed in December, 1992, the collection was moved to the OTAN Central Office in the City of Industry. It will be transferred to the new fiscal agent for the continuing OTAN contract, the Sacramento County Office of Education. In order to assure the safety, development, and continued use of the adult education historical collection, a permanent location, preferably in Sacramento, is being sought.

Educational Technology Center Library

The **Educational Technology Center Library** for dissemination of information on new and emerging technology has 461 cataloged items including software for preview, guides, and monographs, as well as vendor catalogs and professional journals. Adult educators visit by appointment. Vendors demonstrate their products, and individual and group assistance is provided to adult educators interested in previewing new resources.

Types of technology resources available include:

- Instructional software samples- Apple, Macintosh, IBM/Compatible
- Production software samples- Macintosh, IBM/Compatible
- CD-ROM samples
- Interactive videodisc samples
- Video-based instruction samples
- Catalogs
- Research studies and reference books

VESL /Workplace Clearinghouse

The **VESL Workplace Clearinghouse** for acquiring, publicizing, and distributing public domain Vocational ESL materials has 151 cataloged items, and filled 333 orders in an eighteen month period.

- A new initiative during the third year was the establishment, through sub-contract with San Diego Community College District, of a California VESL/Workplace Clearinghouse. California adult educators have been leaders in the development of instructional materials to support limited English proficient (LEP) adults in completing short term vocational training programs and securing employment. The materials were developed primarily with public funds, and past distribution was limited.
- As California vocational education programs and workplaces continue to be impacted with LEP adults, the need for VESL support programs continues as does curriculum development. A mechanism for housing, publicizing, and distributing existing VESL materials has been greatly needed.
- The VESL/Workplace Clearinghouse initiative has progressed on schedule, and the plan is for it to transition into self sufficiency.

Network Component

Summary of
Network Communication
Activities

FOUR YEAR SUMMARY

The N in OTAN stands for "network." OTAN's Network Communication component electronically links California's adult educators and meets their communication and information needs. This is accomplished through the OTAN Online Communication System.

- The **OTAN Online electronic mail system** has 378 active subscribers in California and 57 guest users from other states. Approximately eighty percent of California's 321 funded adult schools are OTAN Online subscribers.
- The **OTAN Online Forum** has 42 megabytes of information in documents which were accessed an average of 2,260 times each month during the fourth year.
- Online users are supported by telephone and online **technical assistance**, by site visits, and by a user's guide with video. A Technical Support Academy is under development.
- OTAN coordinates the needs of **specialized focus groups** for online information exchange.
- OTAN acts as a liaison between OTAN Online and **other online communication systems** to exchange information of interest.
- OTAN is continuing to develop and improve **electronic communication services** to meet the needs of California adult educators.

Statewide Electronic Mail System

OTAN provides a statewide electronic mail system for adult educators. (See Exhibit D)

- 378 active users within the state of California currently have access to OTAN Electronic Mail.
- 57 active guest users from other states are participating in OTAN Electronic Mail.
- OTAN and CDE staff have access to "host-based group addressing," of electronic mail, which serves as an effective means of disseminating information to the field in a timely manner. With this tool a single message may be sent to all users, all users in California, or all users receiving 321 funding.
- OTAN currently has an electronic mail gateway to the Internet. This gateway allows direct communication between OTAN subscribers and most university researchers across the country.

Electronic Forum for Information Exchange

- The OTAN Forum provides access to a variety of information tailored to the needs of California adult educators. Currently the OTAN Forum contains 42 megabytes of information which equals approximately 10,500 pages of information. (See Exhibit E)
- The OTAN Forum currently contains 7,754 separate documents. All documents within the OTAN Forum are fully keyword searchable. This gives subscribers the tools they need to find specific information quickly.

Electronic Forum for Information Exchange (con.)

- Based on usage totals representing the entire life of the OTAN Forum (10/1/90 - 1/31/94), an average of 1,828 documents are opened each month by OTAN subscribers. During the past contract year (2/1/93 - 1/31/94), an average of 2,260 documents were opened each month. (See Exhibits F, G)

- Reference Areas:
  - Lesson Plans
    - 110 samples in 8 program areas
  - Course Outlines
    - 169 samples in 10 program areas
  - Current Documents
    - Complete texts of 360 documents in 26 hot topic areas
  - Curricula Resources - 872 files
    - Bibliographies of print and non-print materials; Clearinghouse resources; items to order; complete texts of instructional strategies
  - Software for both Macintosh and MS-DOS platforms
    - Public domain - 219 programs; demo software - 11 programs
  - Library and Clearinghouse Listings
    - California Adult Education Archives; Employment Training Network; California VESL/Workplace Clearinghouse
  - Codes and Regulations
    - California Ed Code and Admin Code excerpts; Federal ABE Act and Regulations; Americans with Disabilities Act; JTPA Regulations

- Topical Areas:
  - Master Calendar
    - Events in adult education listed by date, region and topic
  - CDE Icon
    - Notices and directory info from the California Dept. of Education
  - OTAN Resource Centers -
    - Inservice activities of seven regional resource centers
    - Lists of regional library holdings of eleven libraries
  - Legislative Information
    - Legislative information as it relates to adult education
  - Educational Grants
    - Federal and private funding opportunities
  - Who's Who - current directory information
    - OTAN Online subscribers; California 321 funded agencies / adult school directors; U.S. state directors of adult education; staff development consultants

Technical Assistance to Online Users

OTAN provides technical assistance to online users through telephone technical assistance and regional training.

- Staff members in the OTAN Central Office provide telephone technical assistance to online users. Each quarter, well over 150 calls are processed by this staff.
- The OTAN Technical Support Academy is currently under development. During the next year, regional training of "key operators" from each participating agency will be provided.
- The existing OTAN Online User Guide has been updated and issued in three versions, for subscribers using Macintosh, MS-DOS with Windows, or MS-DOS with Run-Time Windows.

Specialized Focus Groups

OTAN coordinates the needs of specialized focus groups for online information exchange. The Round Table Icon of the OTAN Forum contains a space for specialized work groups to exchange information between members.

- Online Action Research (OAR) facilitated ESL teachers exchanging effective teaching practices.
- Other teacher groups used the Round Table to allow adult students to complete online projects related to the curriculum .
- The ESL Teacher Institute's Mentor Teacher Training Program has a workgroup.
- CASAS is maintaining a workgroup for the CASAS National Consortium.
- Adult Leadership Training Program groups exchange project information.

A Liaison with Other Online Communication Systems

OTAN acts as a liaison between OTAN Online and other online communication systems.

- Currently OTAN Network staff maintain open communications with CAVIX (California Vocational Information Exchange), ED>Net (Economic Development Network), and CORE (California Online Resources for Education). On an as needed basis appropriate information is exchanged between OTAN and the System Operator of each network.

- Network staff also monitor NCBE CIS (National Clearinghouse for Bilingual Education Computer Information Service), FEDIX (Federal Information Exchange), ED-BOARD (USDE, GRANT INFO), Youth Wire (sponsored by the Department of Labor), NCAL (National Center on Adult Literacy), PREVNET (CDE Health Issues), TES-L (ESL Teachers), America Online, AppleLink, and Prodigy. As information is found that is of interest to California adult educators, it is shared through the OTAN Forum.

Electronic Communication Services for California Adult Educators

OTAN is continuing to develop and improve electronic communication services to meet the needs of California adult educators.

- Network staff are working closely with CONNECT Inc., as CONNECT redesigns and adds features to the software. These improvements may offer better keyword searching and private work group areas as a part of the OTAN Forum.

- CONNECT Inc. has provided OTAN users an Internet gateway free of surcharges.

- OTAN Online information base has been published via the Internet using a Gopher Server. This server is in constant use by Internet participants nationwide.

- OTAN staff continue to monitor developments related to the Internet and NREN (National Research and Education Network) to examine their impact and usefulness for California adult educators.

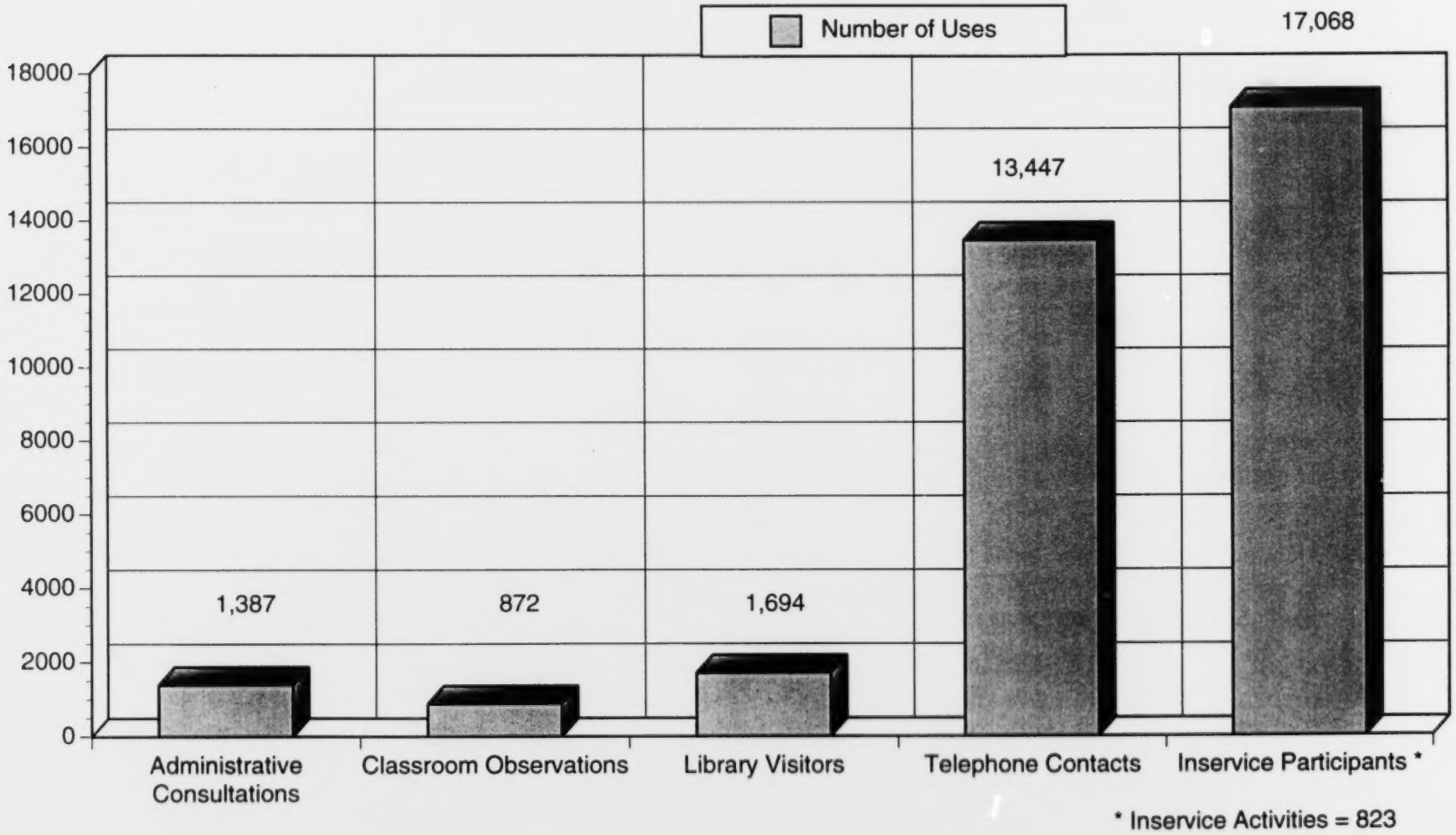
Exhibit A

OTAN Resource Center Services
Summary

OTAN RESOURCE CENTER SERVICES SUMMARY

December 1, 1990 TO January 31, 1994

During the last three years, OTAN Resource Centers kept statistics on the types of services provided.



* Inservice Activities = 823

Exhibit B

OTAN Resource Centers Staff Development Participation

OTAN RESOURCE CENTER STAFF DEVELOPMENT PARTICIPATION

December 1, 1989 to January 31, 1994

During the four-year contract, 923 staff development activities were sponsored by OTAN Resource Centers. A total of 19,885 participants were served by a wide range of session types.

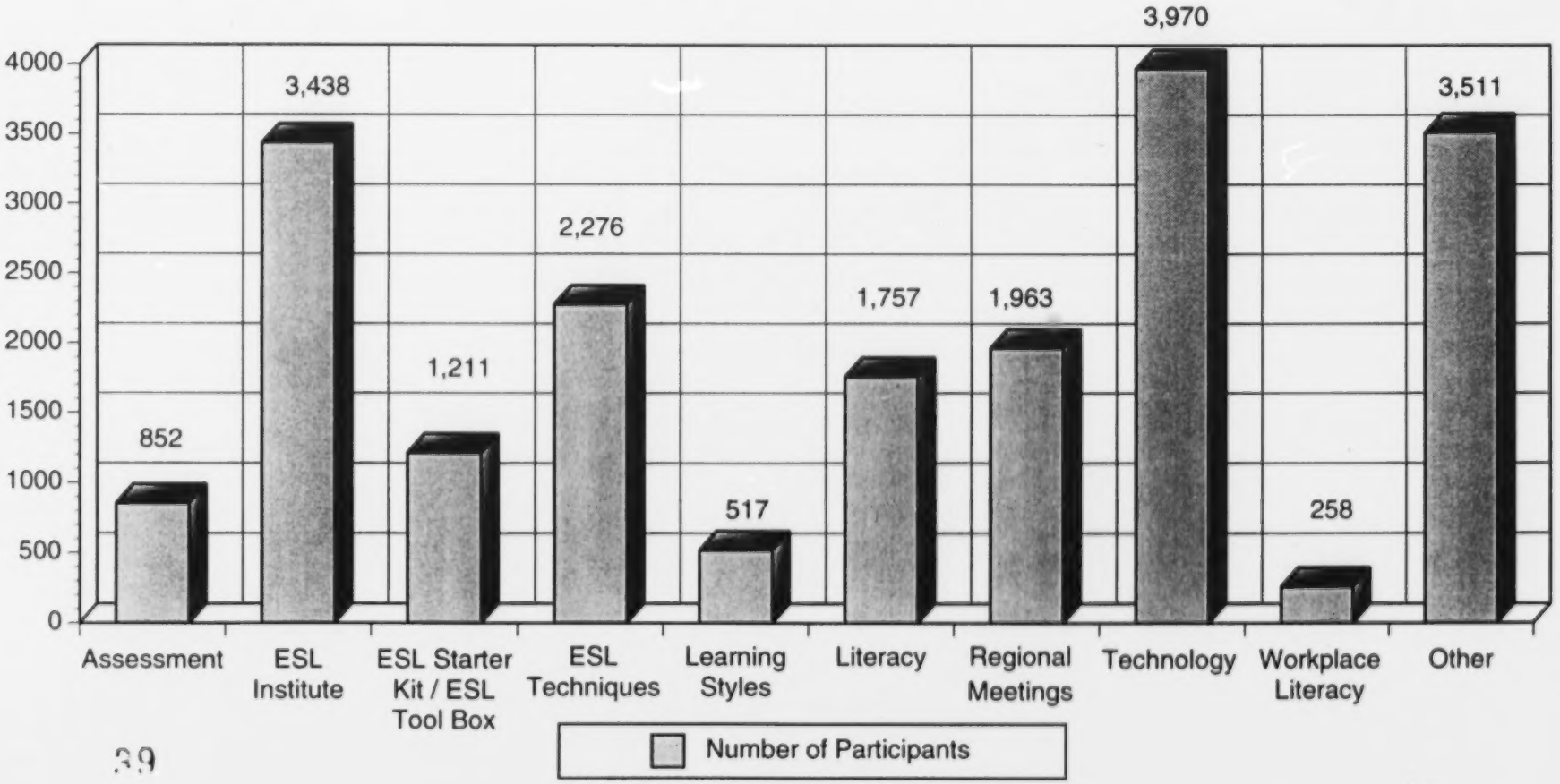


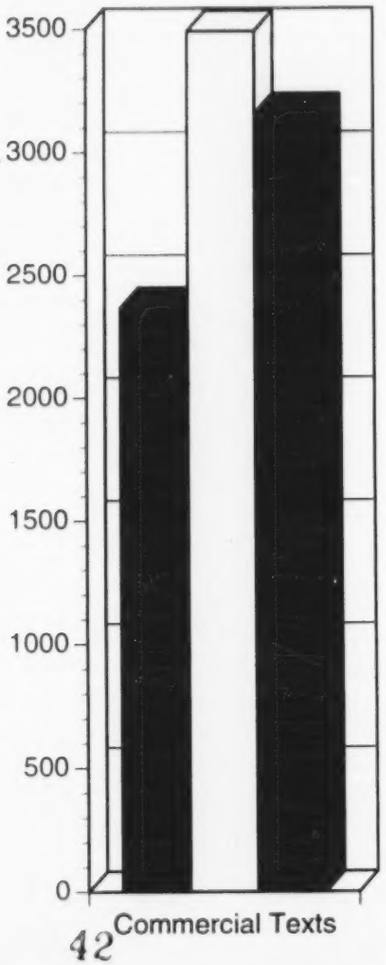
Exhibit C

OTAN Resource Center Library Usage

RESOURCE CENTER LIBRARY USAGE

Aggregate Data

During the three year period, six to eleven OTAN Regional Resource Center Libraries provided materials to meet the reference needs of the 321 agencies.



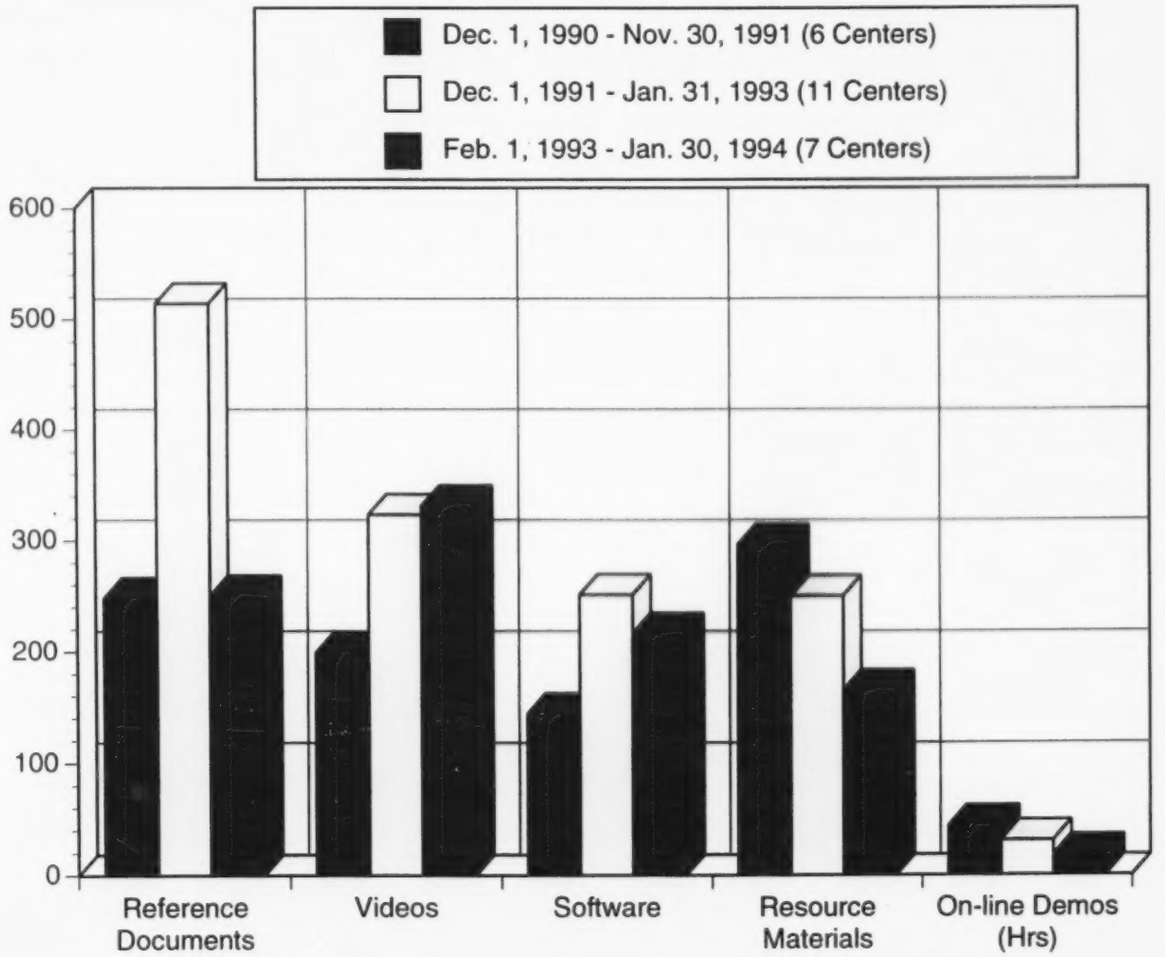


Exhibit D

OTAN Online Subscribers Profile

OTAN

OTAN Online Subscribers Profile

January 31, 1994

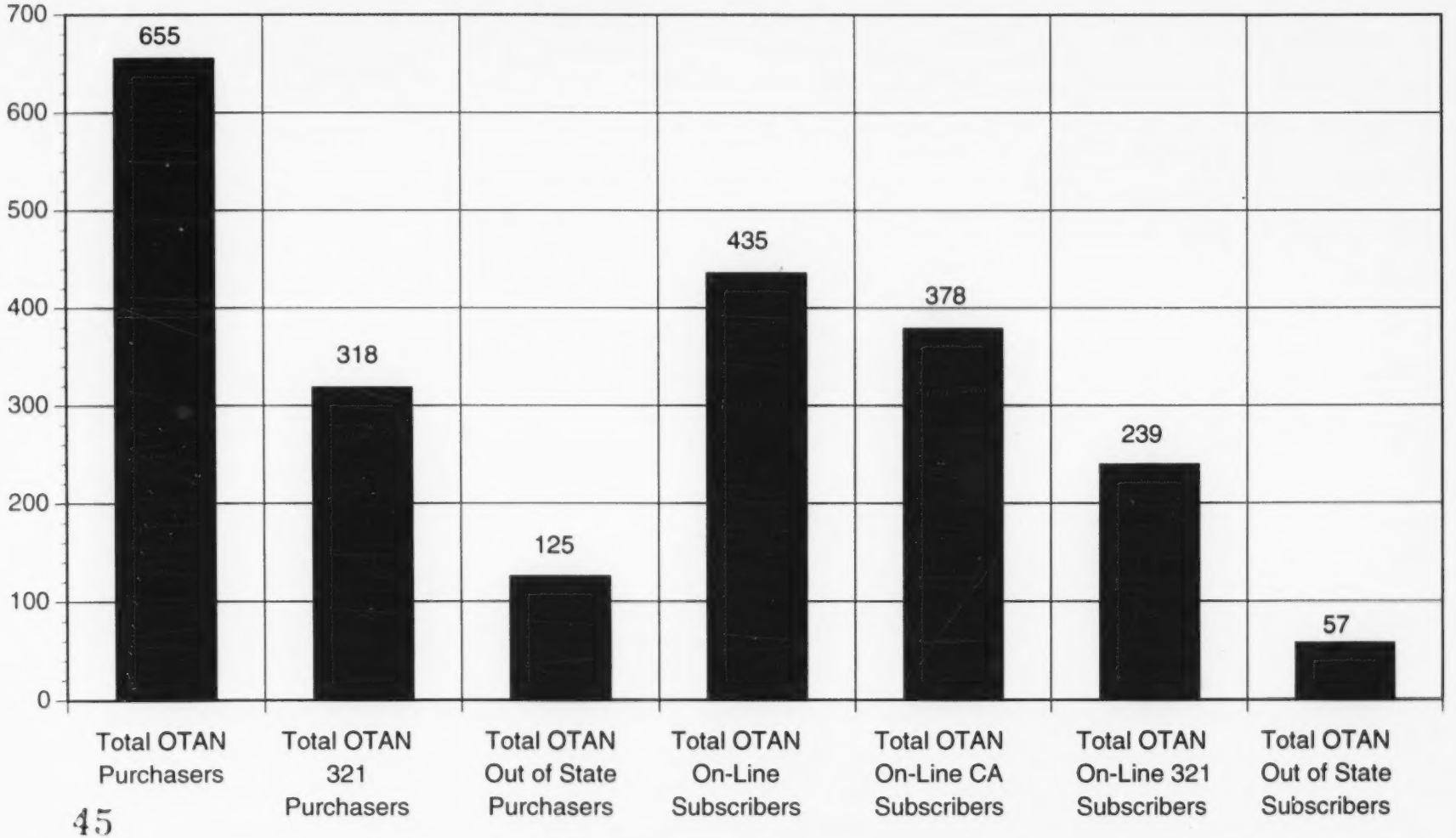


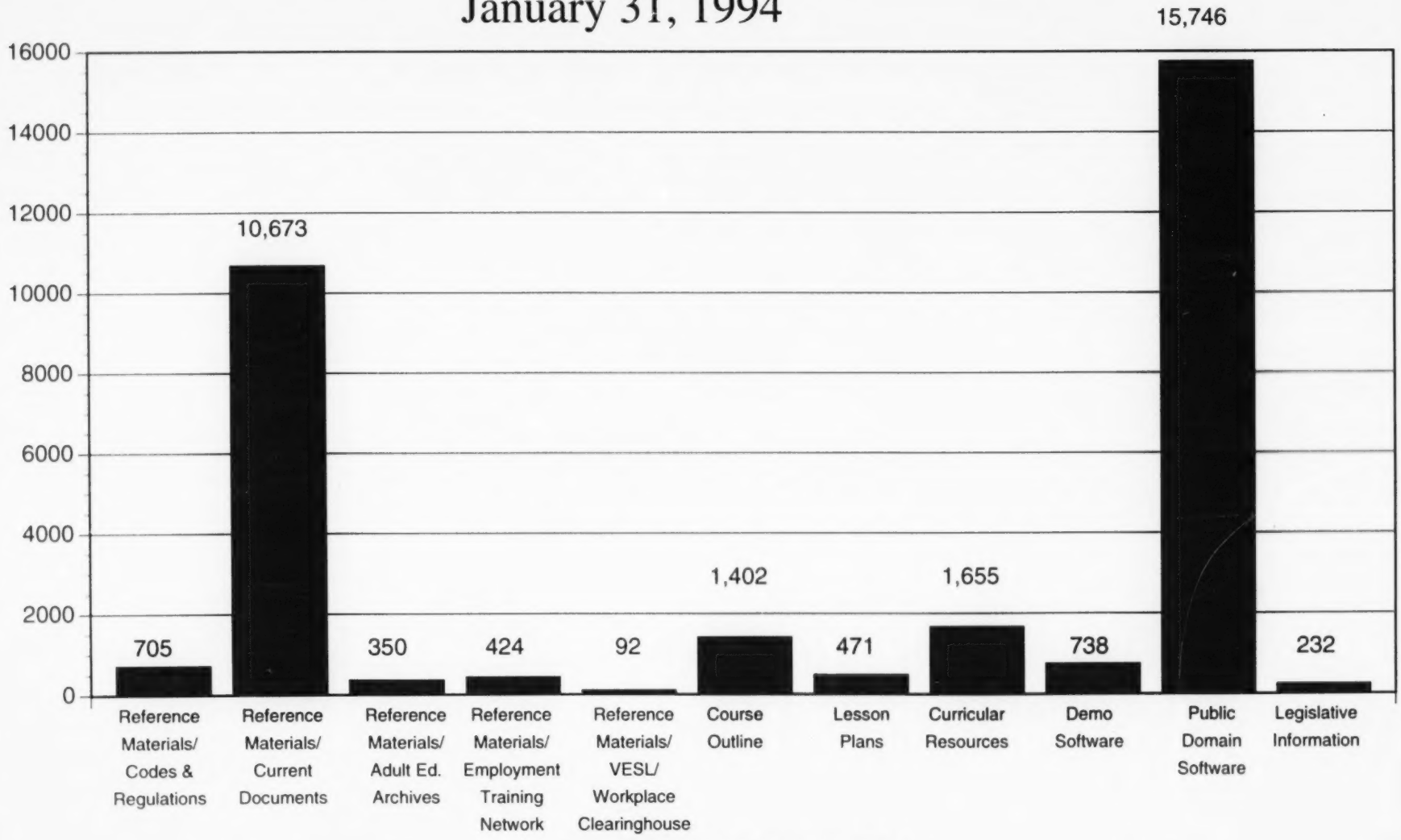
Exhibit E

OTAN Online Forum Size by Selected Components

Outreach and Technical Assistance Network

OTAN Online Forum Size by Selected Components

January 31, 1994



Values Represented in Kilobytes (K)

Exhibit F

OTAN Online Forum Activity Summary

OTAN Online Forum Activity Summary

	Oct-90	Nov-90	Dec-90	Jan-91	Feb-91	Mar-91	Apr-91	May-91	Jun-91	Jul-91	Aug-91	Sep-91	Oct-91	Nov-91
About the OTAN Forum	26	39	27								38	31	17	50
Round Table	10	5	14	37	12	49	54	52	23	58	36	32	35	44
OTAN Resource Centers	3	10	6	11	17	39	56	39	12	24	18	26	25	27
Want Ads	8	9	11	13	12	18	17	19	6	5	23	18	25	20
Demo Software	7	10	6	8	13	13	10	18	11	16	14	5	4	15
Current Articles	24	42	15	28	11	44	26	33	23	29	11	19	8	46
Legislative Information	47		38	75	87	186	155	294	82		166	118	81	116
Curricula Resources	9	25	14	10	10	28	18	25	21		40	26	26	26
Lesson Plans	2	9	4	16	23	48	31	33	5		16	13	9	28
Educational Grants	26		72	76	162	62	35	57	10		63	73	33	34
Course Outlines	13	31	34	48	75	29	50	137	49	108	56	98	60	72
Upload Area	0	0	16	109	227	0	265	142		87	424	176	132	121
Public Domain Software	91	62	39	100	35	113	103	184	72	111	139	164	97	125
CDE Info	27	17	10	23	26	33	23	47	26	47	45	60	7	92
Who's Who	13	8	21	27	13	53	37	53	30	42	61	84	64	61
Master Calendar	94	115	96	89	107	99	132	189	72	151	134	229	202	136
Reference Materials	192	156	54	221	211	289	178	430	83	372	401	711	569	1379
TOTALS	592	538	477	891	1,041	1,103	1,190	1,752	525	1,050	1,685	1,883	1,394	2,392

	Dec-91	Jan-92	Feb-92	Mar-92	Apr-92	May-92	Jun-92	Jul-92	Aug-92	Sep-92	Oct-92	Nov-92	Dec-92	Jan-93
About the OTAN Forum	34	26	28	30	34	37	24							
Round Table	69	73	84	91	52	40	33	21	50	150	66	61	63	78
OTAN Resource Centers	25	22	13	12	18	26	22	21	18	39	71	56	50	46
Want Ads	41	87	46	80	38	45	63	63	34	65	33	20	120	109
Demo Software	11	0	16	8	6	12	29	10	6	19	9	14	5	16
Current Articles	16	18	24	34	77	27	25	34	21	38	36	27	56	35
Legislative Information	314	205	98	196	197	422	529	268	528	501	411	70	35	214
Curricula Resources	113	38	118	176	166	437	175	112	67	108	272	191	171	135
Lesson Plans	9	4	61	17	47	27	64	70	50	152	77	67	91	62
Educational Grants	17	19	18	41	40	72	150	121	56	135	131	100	121	117
Course Outlines	40	51	135	60	101	106	116	68	42	292	168	86	49	53
Upload Area	171	167	95	52	16	4	139	205	0	626				
Public Domain Software	83	258	105	146	418	125	240	157	153	311	124	165	185	107
CDE Info	175	53	44	72	57	117	65	55	13	142	236	137	59	119
Who's Who	105	85	115	126	96	76	89	156	95	80	95	90	77	91
Master Calendar	104	158	117	188	192	158	162	175	162	185	358	193	168	250
Reference Materials	1160	751	396	475	333	178	513	1229	393	613	625	337	220	273
TOTALS	2,487	2,015	1,513	1,804	1,888	1,909	2,438	2,765	1,688	3,456	2,712	1,614	1,470	1,705

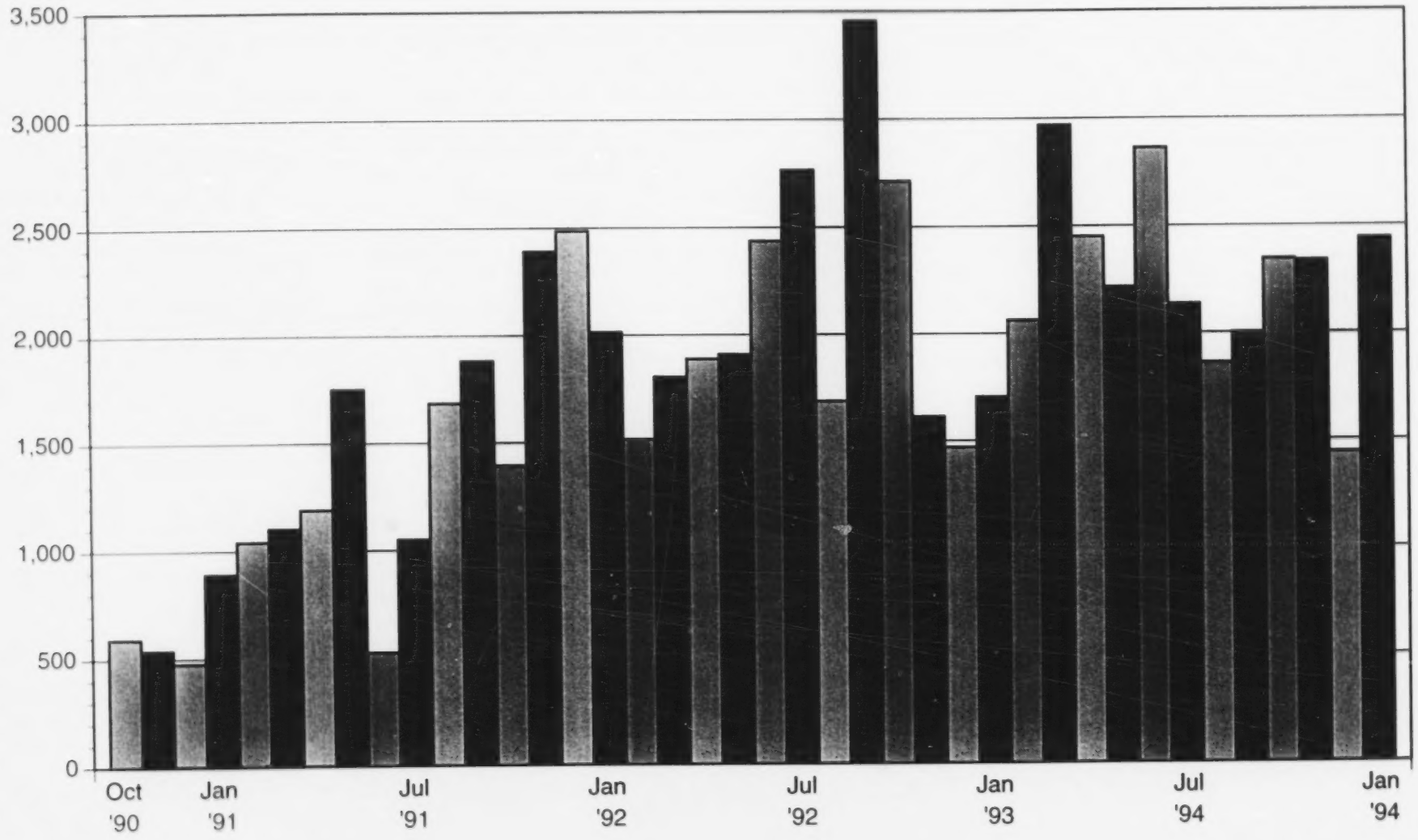
	Feb-93	Mar-93	Apr-93	May-93	Jun-93	Jul-93	Aug-93	Sep-93	Oct-93	Nov-93	Dec-93	Jan-94	Lifetime Forum Use
About the OTAN Forum			31	20	20	31	24	21	28	28	19	24	687
Round Table	75	60	82	69	74	89	41	25	111	114	59	81	2,272
OTAN Resource Centers	36	32	27	32	42	29	29	60	21	28	12	41	1,141
Want Ads	30	144	87	81	322	162	193	84	88	50	38	99	2,426
Demo Software	16	7	8	19	14	6	9	6	8	12	17	18	451
Current Articles	20	40	58	39	35	18	20	10	16	24	17	27	1,151
Legislative Information	105	463	480	533	472	408	477	180	280	166	85	264	9,346
Curricula Resources	165	227	105	133	219	217	73	132	225	138	316	145	4,652
Lesson Plans	49	162	42	44	125	27	47	27	119	128	100	121	2,026
Educational Grants	223	119	94	212	177	159	105	143	209	147	39	144	3,612
Course Outlines	41	64	84	96	68	46	78	163	130	113	52	160	3,322
Upload Area													3,174
Public Domain Software	208	183	99	224	108	175	65	48	103	78	112	116	5,531
CDE Info	299	135	74	147	198	136	120	189	223	212	159	96	3,815
Who's Who	80	132	169	81	141	108	104	65	49	161	33	127	3,193
Master Calendar	321	286	211	145	134	226	200	268	131	191	147	389	7,064
Reference Materials	395	915	800	340	714	299	275	581	605	747	236	589	19,238
TOTALS	2,063	2,969	2,451	2,215	2,863	2,136	1,860	2,002	2,346	2,337	1,441	2,441	73,101

Beginning October 1992, openings represented within the Upload area were assigned to the appropriate Forum area.

Exhibit G

OTAN Online Forum Activity Profile

OTAN Online Forum Activity Profile



Number of Documents Opened Per Month